



# Elements of Facility Site Review Assessment Of Primary Care Physician Offices

Accessibility for  
Seniors and Persons with Disabilities (SPD)  
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Presented by  
Carol Spencer, RN, CPHQ

## ***Health Care Facilities Access:***

The Americans with Disabilities Act (ADA) required that businesses make their facilities, goods and services accessible for all people with disabilities.

## *Goal:*

People with disabilities receive health care and preventive care that is **EQUALLY EFFECTIVE** as that provided to others



# *Americans with Disabilities Act (ADA)*

## *Compliance Allows People to:*

- Get to (health care site)
- Enter (and move around the building)
- Use (restrooms and dressing rooms)
- Communicate with providers



## **ADA Applies to:**

- All health care providers, regardless of size of office or number of employees
  - Offices of private physicians, dentists
  - Managed care organizations
  - Health clinics
  - Hospitals
  - Nursing homes
  - Psychiatric and psychological services

# *Are Health Care Facilities/Services Useable?*

Health Plans recognized the importance of going beyond the minimum requirements set by law to make facilities and services accessible to any person.

## **The next steps:**

- ▶ Provide information for providers about physical environment of their health care offices
- ▶ Provide access information for members

## *Development of Facility Site Assessment Tool and Guidelines:*

- Brenda Premo and June Issacson-Kailes (advocates/consultants) developed a list of requirements needed to access an office (including previous tool)
- In 2005, Health Net began working with Ms. Premo and Kailes to move forward with understanding office accessibility
- Collaboratively with Health Net, LA. Care, Inland Empire Health Plan (IEHP) and Ms. Premo and Kailes, discussed elements needed to access an office and determined “must have” critical elements to be part of the assessment tool and guidelines

## **Development of Facility Site Assessment Tool** **and Guidelines:** (Con't)

- Elements that were necessary for office access were identified as “critical elements”
- 25 of 55 elements are considered “critical elements”
- Results for the SPD assessment are shared among the county collaborating health plans
  - Duplicate assessments are not needed
  - PCPs do not need to make corrections but are made aware of their assess ability for members with disabilities



## *ADA Seniors and Persons with Disabilities (SPD) Facility Site Review:*

- A 55 question tool to assess the physical elements of the Primary Care Physician (PCP) office from parking, ramps, doors, elevators, restrooms, office space, exam rooms
- 25 specific “critical elements” are identified to meet basic assess



## *Examples of Critical Elements:*

- Self-parking lot has appropriate ratio of accessible spaces
- Curbs on the route have curb cuts at drives, parking and drop-offs
- Ramp with between railing or curbs at least 36 inches
- Handrails on both sides
- Doorway opening  $\geq 32''$  with door open at 90 degrees
- Control buttons (in elevator) by Braille near number, character or symbol

## *Examples of Critical Elements: (con't)*

- There are both visible and audible door opening/closing and floor indicators
- Handles, pulls and latches on doors mounted, operable with one hand (passes closed-fist test)
- Space in the restroom stall needs to allow room for a wheelchair user to enter and permit the door to close

## *How is SPD Access Described?*

- *Basis Access:* the person with disabilities can independently get into the PCP office to get care

✚ Demonstrates facility site access for the members with disabilities to parking, building, elevator, doctor's office, exam room and restroom. To meet Basic Access requirements, all Critical Elements (25) must be met.

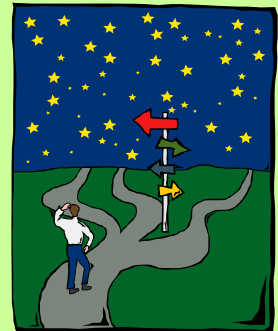
## *How is SPD Access Described?: (Con't)*

*Limited Access:* the person with disabilities needs assistance of others to get into the PCP office to get care

- ***Limited Access:*** Demonstrates facility site access for the member with a disability are missing or incomplete in one or more features for parking, building, elevator, doctor's office, exam room, and restroom. Deficiencies in 1 or more of the Critical Elements (CE) are encountered.

## *When Is the SPD Assessment Conducted?*

- SPD assessment are conducted on all new PCPs
- SPD assessments are conducted for any PCPs that do not have an evaluation
- SPD assessments are conducted when a PCP moves to a new office



# *Who Conducts SPD Assessment?*

- Tool may be completed by any health plan trained representative
- Usually the Certified Facility Site Review RNs are the reviewers for SPD Assessment Tool



# **Training Reviewers:**

## **1 day didactic and hands on demonstration/return demonstration (includes the tool elements, critical elements and accessing facilities in a wheelchair)**

- 2007 HN and IEHP will be conducting the SPD training for Northern CA FSR RNs (DHS sponsored)
- 2006 HN and IEHP provided training to Southern CA FSR RNs (DHS sponsored)
- LA County RNs were trained by Ms. Premo and Kailes in fall 2005 (DHS sponsored)



# ***How Is the SPD Assessment Information Used?***

- The results of the SPD assessment is/will be used in the Provider Directories (to allow members to have info to begin the decision process to select their doctor)
- Member Services will have access to the information to help members with questions related to access

# **Contact Information:**

Carol Spencer, RN, CPHQ  
Manager QI, State Health Programs

Health Net  
21281 Burbank Blvd. B-5  
Woodland Hills, CA 91367  
818-676-6474

Thank you